

To The FCC:

When I purchased my home in Live Oak, I was told that as part of our main HOA fee- we would be provided high-speed internet access and cable television from Century Communications comparable to what the other cable companies were offering. I work from home for my job and require an internet connection to process my work. After continuing to lose the internet connection repeatedly while I was in the middle of an application, I contacted Century Communications to complain. The representative told me that they were not equipped to handle people working from home and that we were in effect, "taxing" the system. I also complained at that time the lack of cable channels available to us and that the Pay-Per-View channels offered 3 regular family-type pay-per-view channels and 9 pornographic adult channels. I was told there wasn't anything they could do to change the lineup.

After months of poor cable reception/channel selection and **HORRIBLE** internet connections, we cancelled with Century and switched to Verizon where we have never encountered a problem. I do **NOT** think it's fair that I have to continue to pay in my dues the fees for Century Communications when they offer poor product and poor customer service. I believe **ALL** homeowners should have a choice to choose their internet and cable providers and not be coerced or forced to use a company that is somehow related to the builder of the community they service.

I am currently paying double for my internet and cable services, which is blatantly unfair. I am requesting that you force Century Communications to stop Bulk Billing the homeowners that choose not to use their services because of poor product and service. Give us the choice and give us a voice that lets these companies know we will not tolerate these unfair practices.

Rosemarie Rothacker